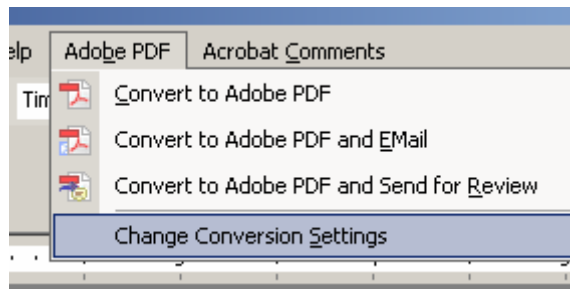Question: During the PDF document upload process, I get the following error: "ERROR: Document contains code which may cause an external action (such as launching an application). This PDF document cannot be accepted." What causes this to occur?

Answer: This error is usually caused by Adobe PDFMaker Conversion Settings set to "High Quality" instead of "Standard". This causes code to be inserted into the PDF, resulting in rejection by CM/ECF. If you are using the Acrobat plug-in for Microsoft Word, you can edit the conversion settings by choosing "Adobe PDF" > "Change Conversion Settings" from the pull-down menu at the top of the screen:

In the "Acrobat PDFMaker" Box, make sure that the "Conversion Settings" Pull-down menu is set to "**Standard**" (<u>NOT</u> "High Quality Print"):